HICAPS

HICAPS terminal
user guide

contact phone numbers for HICAPS/EFTPOS

HICAPS Help Desk 1300 650 852

your merchant details

Merchant No.

Manual Merchant No.

For Authorisations:

- Credit Card (Credit) Account
  This is an Australia-wide number 13 25 15
- Debit Card (Cheque) or (Savings) Account
  This is an Australia-wide number 1300 650 852

lost or stolen cards

Please call the above authorisation line appropriate for the card type used (credit or debit). Call 13 25 15 and select extension 500 when calling about lost or stolen credit cards.

terminal number

Attach your first log on receipt here!

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1. HICAPS/EFTPOS

1.1 HICAPS help desk

HICAPS Help Desk phone number is **1300 650 852**.

For HICAPS Help Desk hours of operation, please refer to **www.hicaps.com.au** Provider information section.

HICAPS fax number is **1300 725 726**.

1.2 glossary

benefit	Value of rebate authorised by a Health Fund.
cancel	Reverses a transaction processed through the terminal.
card	A membership card issued by the Health Fund or an EFTPOS or credit card, issued by a bank.
claim	After treatment is provided, details are sent electronically via the terminal to the Health Fund.
claim declined	When a Health Fund declines to pay the request a brief response message will print with each declined item and/or claim.
claim receipt	Either the terminal or the associated Practice Management System prints a receipt, which must be signed by the patient to acknowledge services and approve the transfer of payment to the provider.
claim to sale	The terminal facility allowing you to start an EFTPOS transaction using the Gap amount returned from the HICAPS Claim.
clinical code	Two digit numeric identifying the body part/primary condition/ diagnostic intervention on which the service was performed.
date (of service)	The date the specific item of service was performed – format ddmm.
fallback	The terminal was unable to contact the bank to process an EFTPOS transaction, but the transaction has been approved/ declined and will be sent to the bank with the next transaction.
gap payment	The amount remaining after the Health Fund has approved a benefit for the specified services.
HICAPS	Health Industry Claims And Payments Service. The company responsible for the switching of transactions to health funds from the terminal.
issue date	The date the membership card was issued. Those cards with issue dates have them printed on the bottom right-hand corner of the card.
item cost	The amount charged for the given item of service.
item number	Numeric code identifying the type of service performed. Refer to the HICAPS Quick Reference Guide or the relevant schedule for a full list of item numbers.
member	A customer of a Health Fund.
MMF	The Multi-Merchant Facility. This is a feature of the HICAPS terminal which optionally allows you to settle the EFTPOS funds separately for each provider.
patient ID	A member listed on the card which identifies a given patient within a Health Fund membership.
Practice Management System	The PC-based system which allows a transaction to be sent directly to the HICAPS terminal.
provider	Practitioners who provide Health Services to patients.
provider number	Is eight characters that uniquely identify each individual provider for a specific location. Provider numbers that HICAPS use are issued by Medicare Australia or Medibank Private. Provider numbers are location specific, so you must have a provider number for each location you wish to practice at.
refund	Refunds a previous EFTPOS or credit approved transaction.
reversal	Reverses an approved transaction on the same day the transaction was processed.
RRN	Receipt reference number (unique 12 digit field).
swipe member card	Pass the membership card through the card reader on the right-hand side of the HICAPS terminal.
tooth number	Two digit FDI numeric identifying the tooth on which the service was performed.

1.3 diagram of HICAPS terminal

2. HICAPS

2.1 terminal provider setup

Note: To add providers you will need to contact HICAPS in writing. A '**Change of Practice Details' form** will need to be completed and sent to HICAPS. This form is available from the HICAPS website **www.hicaps.com.au** or from the HICAPS Help Desk on **1300 650 852**. You will receive notification from HICAPS in writing once the providers have been registered.

Merchant **Function 54** is used for Provider Setup.

2.1.1 adding a new provider

step 1
Press the **[FUNCTION]** key.

step 2
Enter **[5] [4]** and press **[ENTER]**.

step 3
Select a Not Assigned provider field by entering the number and pressing **[ENTER]** or by scrolling up or down to highlight the Not Assigned provider field and pressing **[ENTER]**.

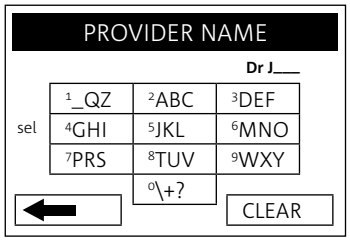
step 4
Enter the provider's name by pressing 'sel' and using the **[1]** to **[9]** keys.

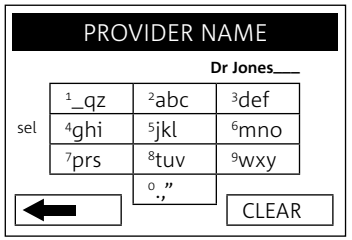
To select an alpha character entry either press the 'sel' button on the left-hand side of the screen or press the Alpha **[#]** key on the keyboard.

SELECT PROVIDER	
1. Dr Smith	A
2. NOT ASSIGNED	
3. NOT ASSIGNED	
4. NOT ASSIGNED	
5. NOT ASSIGNED	
6. NOT ASSIGNED	

PROVIDER NAME			
			Dr J___
sel	1	2	3
	4	5	6
	7	8	9
		0	
←			CLEAR

Pressing the Alpha **[#]** key again will change from upper case to lower case and symbols. E.g.

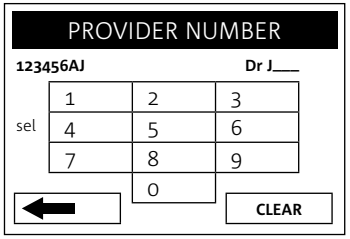




After entering the provider's name press the **[ENTER]** key.

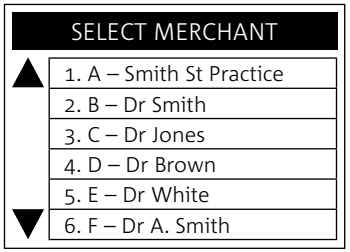
step 5

Key the provider number for this location then press **[ENTER]**. This is the 8-character number supplied by Medicare or Medibank Private. If your provider number is shorter than 8 characters you will need to include leading 0's to make up 8 characters. Alpha character entry is entered the same as for entering the provider's name.



step 6

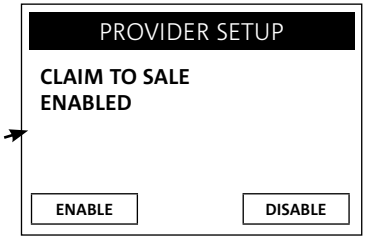
Select the Merchant name for processing EFTPOS payments for this provider from the list presented then press **[ENTER]**. The list can contain up to 25 merchant details so please ensure you select the correct merchant from the list.

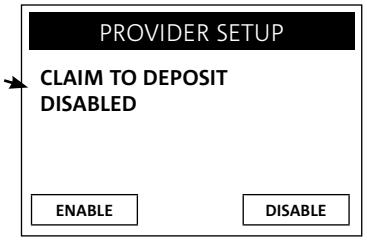


step 7

This option will enable the terminal to prompt to automatically start an EFTPOS transaction for the gap amount. Select the appropriate option for this provider.

CURRENT



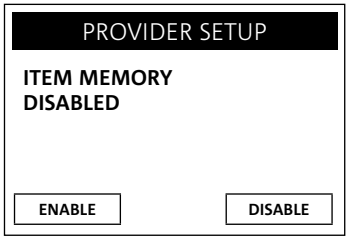


step 8

Note: If a Claim to Sale is disabled the Claim Deposit is not displayed. This option will enable the terminal to prompt for deposits (optical only).

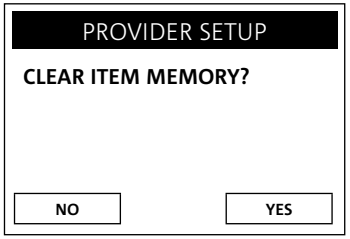
step 9

Select Item Memory enabled or disabled for this provider. Item Memory enables the terminal to recall the last amount entered for this item number.



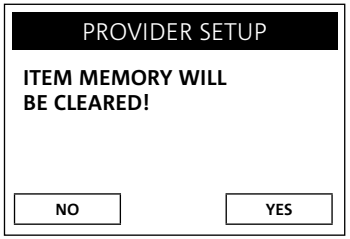
step 10

Clear Item Memory will clear all amounts stored for item numbers.



step 11

Confirmation that the item memory will be cleared if Yes was selected at Clear Item Memory.



step 12
Select if you want automatic HICAPS settlement enabled for this provider.

step 13
Select if you want a HICAPS transaction listing to print when automatic settlement takes place.

step 14
Key the security password for this provider then press **[ENTER]**. It is used to protect access to the provider table.

step 15
This option will tell the terminal to prompt for either a clinical code or tooth number, or no prompt at all. Select whichever is appropriate for this provider, or press **[ENTER]** to accept the highlighted option.

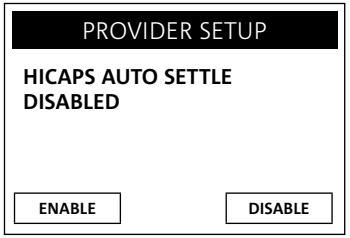
step 16
This option lets you select the type of provider you are for processing Medicare Australia Easyclaim transactions. Select whichever is appropriate for this provider, or press **[ENTER]** to accept the highlighted option.

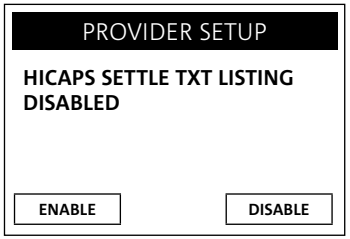
If you do not want to process Medicare Australia Easyclaim transaction section 5. Not applicable.

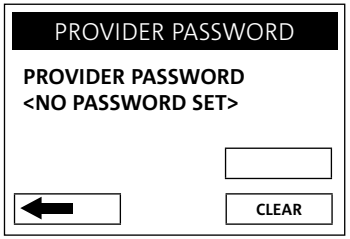
step 17
This option when completed pre-populates the Payee Provider Number when completing a claim. Use the 0-9 keys to enter provider number and press **[ENTER]** or press **[ENTER]** to bypass.

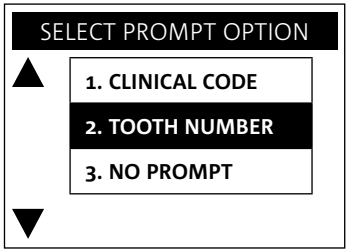
Note: This option should be used when the servicing provider is not the payee provider for Medicare Easyclaim transactions.

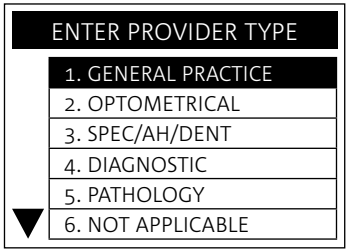
step 18
The provider has now been added, a confirmation receipt will be printed and the terminal will display a provider summary, press **[ENTER]** to finish.

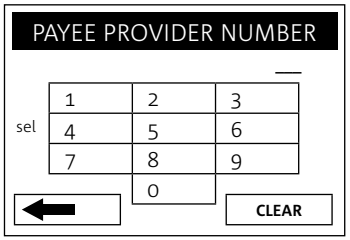












2.1.2 changing and deleting providers

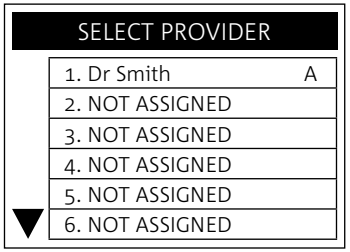
Note: To alter provider details you will need to contact HICAPS in writing. A '**Change of Practice Details' form** will need to be completed and sent to HICAPS. This form is available from the HICAPS website **www.hicaps.com.au** or from the HICAPS Help Desk on **1300 650 852**.

step 1
Press the **[FUNCTION]** key.

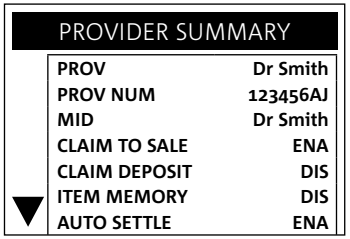
step 2
Enter **[5] [4]** and press **[ENTER]**.

step 3
Select the provider that you want to change by entering the number and pressing **[ENTER]** or by scrolling up or down to highlight the provider and pressing **[ENTER]**.

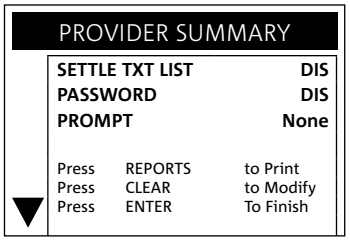
Note: The password that was keyed when the provider was originally entered into the terminal is required to amend any of the provider details.



step 4
The Provider summary screen will be shown, use the down arrow to go to page 2 and press **[CLEAR]** to enable you to modify the provider's details.



step 5
Once you have entered the modify provider function follow the steps used for adding a provider.



2.2 processing a HICAPS claim

2.2.1 processing a HICAPS claim transaction (HICAPS terminal)

step 1
To start a HICAPS Claim transaction, simply swipe the patient's Health Fund card through the terminal.

step 2
When prompted to SELECT PROVIDER simply select the appropriate screen button for the provider claiming for the services provided, or press the relevant number on the keypad that is displayed beside the provider's name.

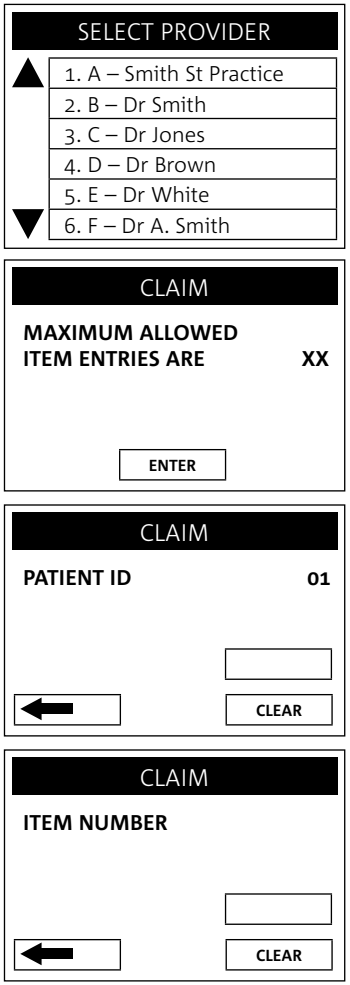
Note: This prompt will only be displayed if more than one provider is loaded into the terminal.

step 3
The screen will display the number of items you are able to process in one transaction, e.g. 16. Press **[ENTER]** to continue.

step 4
The terminal will then ask for the PATIENT ID. This is the 2-digit number printed on the card relating to the specific patient receiving treatment then press **[ENTER]**.

Note: This value will default to **[01]** if nothing is entered.

step 5
Key the item number associated with the treatment supplied then press **[ENTER]**.



step 6
Key the clinical code or tooth number on which the treatment supplied was performed then press **[ENTER]** or just press **[ENTER]** to use the default of **[00]**.

Note: Terminal Provider Setup prompt for Clinical code or Tooth Number may be changed through Provider Setup (Refer 2.1) and will only be displayed if setup (Refer to Step 15).

step 7
The date this part of the service was performed. dd, mmm = current date. To change the date enter DD = day, e.g. 26 and MM = 12, e.g. DEC.

To accept the default of the current date just press **[ENTER]**.

step 8
Enter the cost to be charged for this item.

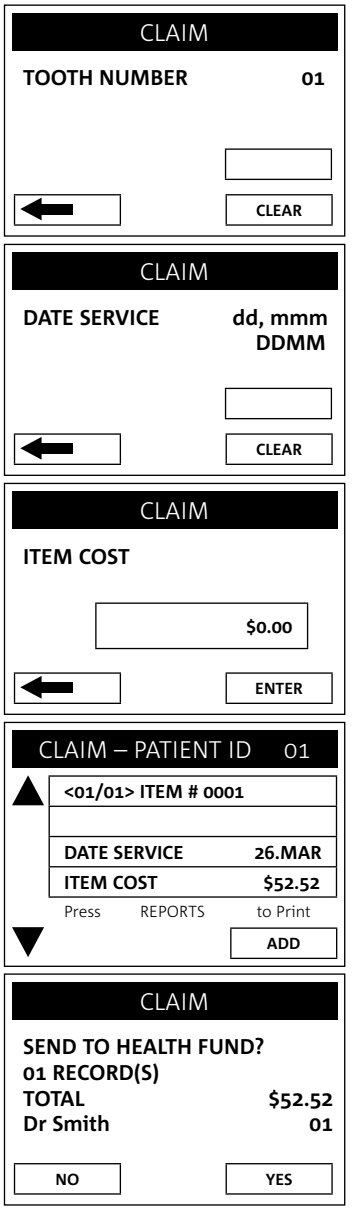
Note: This field will default to the last cost charged for the same item if item amount memory is enabled.

step 9a
You will be presented with a summary of the item(s) entered. By pressing the middle left screen button **[Mod]** you are able to modify the item that has been entered by repeating the steps above.

step 9b
To add another item, simply press **[Add]** and enter the options as above. Once all items have been added to the claim, press **[ENTER]**.

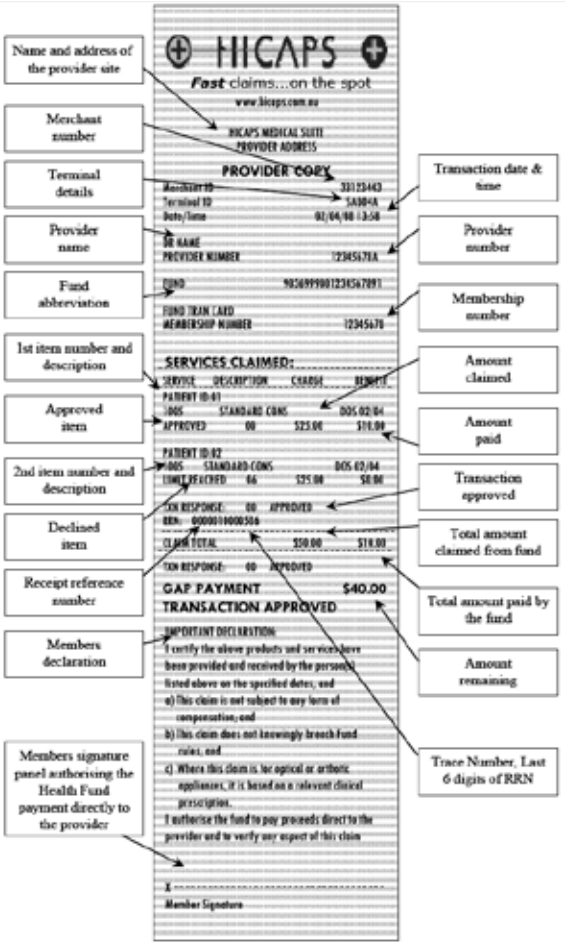
step 10
If the summary presented is correct, simply press **[ENTER]** and the claim will be sent to the Health Fund for approval.

Note: To scroll through the items use top and bottom buttons beside the arrows at the left of the screen.



example HICAPS claim receipt

The claim receipt contains all of the information relating to the claim. A second [CUSTOMER COPY] is printed without the statutory declaration. The first copy is required to be signed by the Fund member and retained for your office records and may be required to be produced by the Health Fund. The second copy is for the customer's own records.



2.2.2 processing a HICAPS claim transaction (practice management system)

To start a HICAPS Claim Transaction, simply send the transaction to HICAPS by clicking on the HICAPS icon on your Practice Management System screen.

When the terminal receives the transaction details from your Practice Management System, the terminal will prompt for the customer card to be swiped. The terminal will recognise the card type that should be swiped by the type of transaction that is received from the Practice Management System. The results from the transaction will be returned directly to the Practice Management System.

For further assistance on processing a Practice Management System transaction please contact your Practice Management System provider.

2.3 cancelling a HICAPS claim

2.3.1 cancelling a HICAPS claim (HICAPS terminal)

There are two options for cancelling HICAPS claim transactions, but for each option a transaction can only be cancelled on the same day that it was originally processed.

OPTION 1 Transaction was processed by the same terminal.

step 1
Press the **[REFUNDS]** key.

step 2
The terminal will then prompt you to swipe/insert the card. Swipe the patient's Health Fund card.

step 3
The terminal will then display the transaction(s) processed for your patient for the current day. If there is more than one transaction for that patient all transactions can be reviewed by using the up/down arrow buttons.

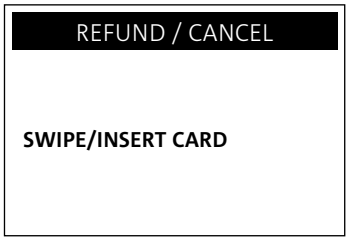
step 4
Select the transaction you want to cancel and press the **[ENTER]** key.

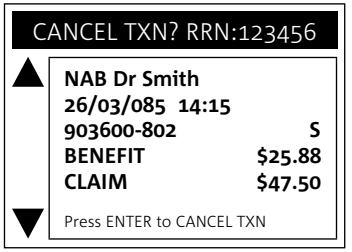
step 5
You will then be asked to confirm the cancel by pressing either the NO **[CLEAR]** or YES **[ENTER]** key. Alternatively you can use the option selection button beside the **[NO]** and **[YES]** prompts on the screen.

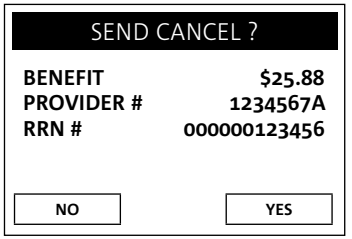
Note: The terminal will produce two copies of the cancellation receipt. The first copy must be signed by the Fund member and retained for your records, the second copy is for the member's own records.

OPTION 2 Transaction was processed by a different terminal.

Note: The transaction must still have been processed in the same day.







step 1
Press the **[REFUNDS]** key.

step 2
The terminal will then prompt you to swipe/insert the card. Swipe the patient's Health Fund card.

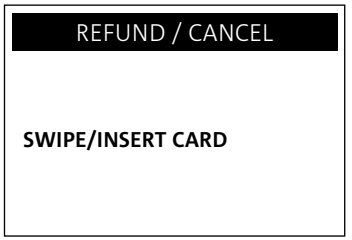
step 3
The terminal will prompt for you to select a provider by entering the provider number or scrolling down and highlighting the provider and pressing **[ENTER]**.

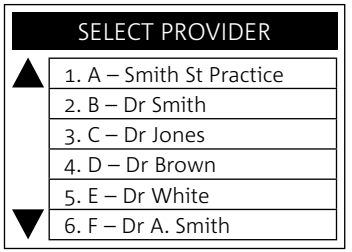
step 4
The terminal will then prompt you for the 12-digit Receipt Reference Number of the original claim. Key the RRN and press **[ENTER]**.

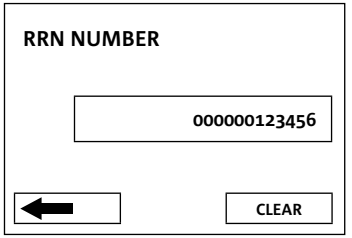
step 5
The terminal will then prompt you for the Benefit amount approved by the Health Fund on the original claim. Key the amount and press **[ENTER]**.

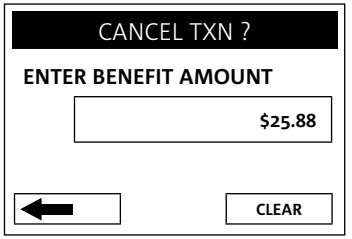
step 6
You will then be asked to confirm the cancel by pressing either the NO **[CLEAR]** or YES **[ENTER]** key. Alternatively you can select your response using the corresponding keys on the side of the display next to the **[NO]** or **[YES]** prompts on the screen.

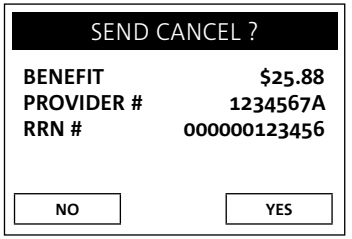
Note: The terminal will produce two copies of the cancellation receipt. The first copy must be signed by the Fund member and retained for your records, the second copy is for the member's own records.











2.3.2 cancelling a HICAPS claim (practice management system)

To cancel a HICAPS claim transaction, simply send the transaction to HICAPS by selecting the appropriate option from your Practice Management System screen. When the terminal receives the transaction details from your Practice Management System the terminal will prompt for the customer card to be swiped. The results from the transaction will be returned directly to the Practice Management System.

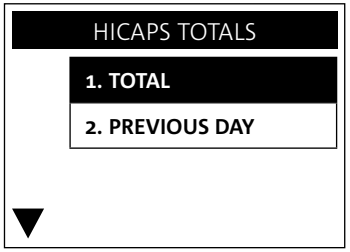
For further assistance on processing a cancel transaction using your Practice Management System transaction please contact your Practice Management System provider.

2.4 manual daily transaction summary (HICAPS totals)

step 1
Press the **[FUNCTION]** key.

step 2
Enter **[5] [1]** and press **[ENTER]**.

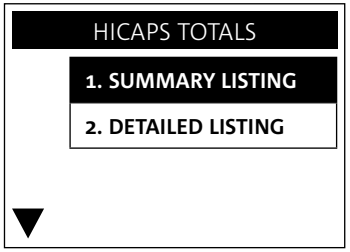
step 3a
Select the appropriate day, TODAY or PREVIOUS DAY by entering **[1]** or **[2]** or scrolling to highlighting the option and pressing **[ENTER]**.



step 3b
If you select today you will be provided with an option for either summary or detailed report.

step 4
Select the appropriate day, SUMMARY LISTING or DETAILED LISTING by entering **[1]** or **[2]** or scrolling to highlighting the option and pressing **[ENTER]**.

Note: If you select the previous day, only a summary report will be provided. In both cases the reports will be printed out by provider.



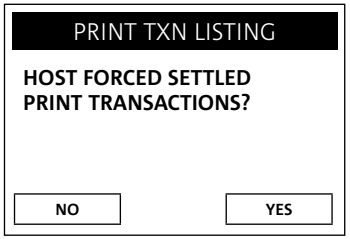
2.5 settlement transaction report (HICAPS forced settlement)

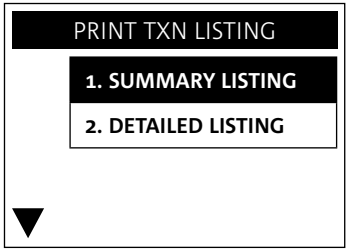
Prior to processing the first transaction of each day, the terminal will prompt you to print the HICAPS Settlement details from the previous day.

step 1
Select the YES **[ENTER]** key to produce the transaction listing.

step 2
Select the appropriate day, SUMMARY LISTING or DETAILED LISTING by entering **[1]** or **[2]** or scrolling to highlighting the option and pressing **[ENTER]**.

Note: The summary will report on totals for each provider, broken down by Health Fund. The detailed listing also includes all transactions processed. For Practice Management System users the totals are obtained from the Practice Management System.





2.6 ordering terminal rolls

step 1
Press the **[FUNCTION]** key.

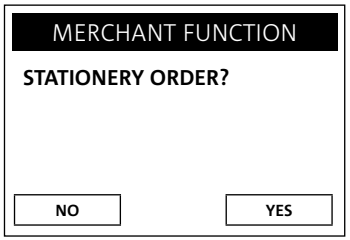
step 2
Enter **[7]** and press **[ENTER]**.

To confirm that you wish to order stationery for your terminal press the YES **[ENTER]** key. The terminal will now print a receipt confirming your order with a STATIONERY ORDER PLACED message.

step 3
Press the **[FUNCTION]** Key.

step 4
Enter **[5]** and press **[ENTER]**.

Note: This will send a sign on message to the host and it must be approved. The stationery will take five business days for the rolls to arrive.



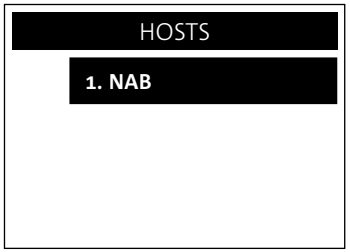
2.7 performing terminal sign on/logon

If you receive a transaction response code **[LR]** (Logon Required) or when advised by the Help Desk, the terminal is required to logon to HICAPS. In most cases this is automatically done by the terminal, however, there may be some times when you are required to manually sign on to the switch.

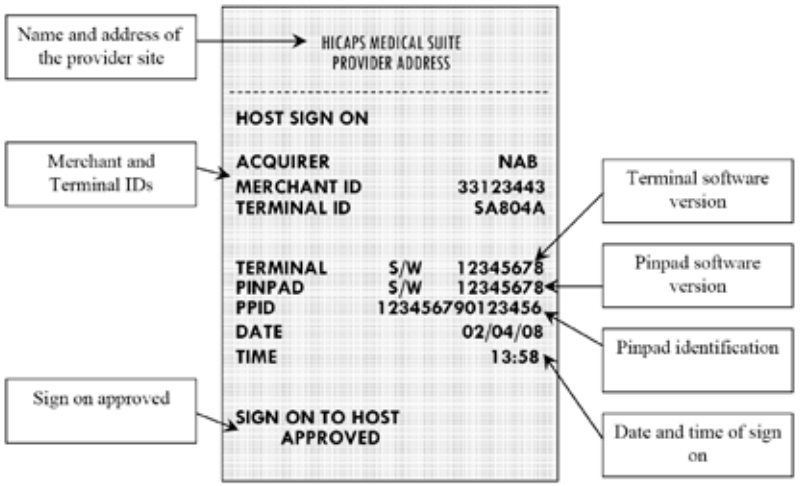
step 1
Press the **[FUNCTION]** key.

step 2
Enter **[5]** and press **[ENTER]**.

The terminal will now communicate with HICAPS and print a receipt confirming your sign on.



example sign on receipt



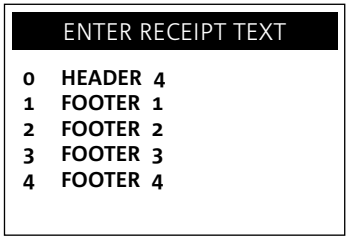
2.8 customising a HICAPS receipt (optional)

To customise your HICAPS receipt for seasonal or other messages.

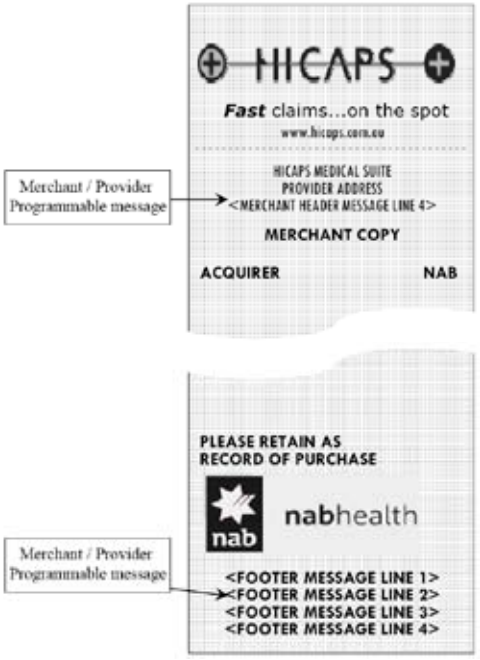
step 1
Press the **[FUNCTION]** key.

step 2
Enter **[2] [6]** and press **[ENTER]**.

step 3
Enter **[0]** to **[4]** depending on where you want your message to be printed on the receipt. You will then be prompted to enter your message using the keypad. The alpha entry for the receipt text is the same as that used for entering your provider names. Refer to section 2.1.1.



example customised receipt.

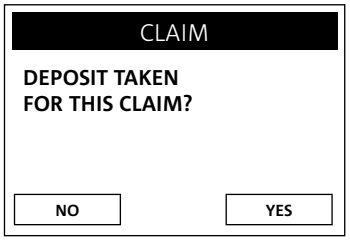


3. EFTPOS

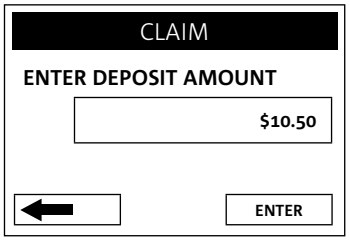
3.1 processing an EFTPOS transaction

3.1.1 processing an EFTPOS transaction following a successful claim transaction

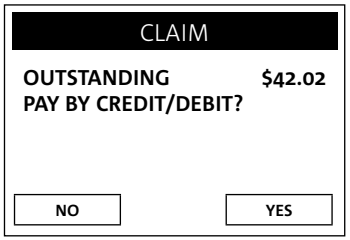
step 1
Note: The following screen will be displayed if the Provider is set up to accept a deposit and also if YES **[ENTER]** was answered to the deposit taken question at Step 1.



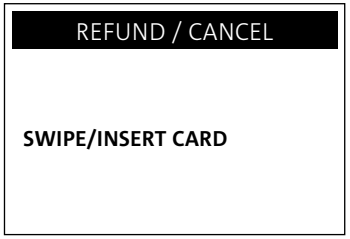
step 2
Enter the amount of the deposit.



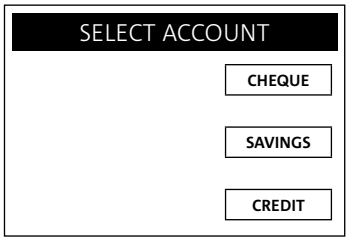
step 3
Confirm that the outstanding value is correct and press YES **[ENTER]**.



step 4
Swipe or insert the credit or debit card.

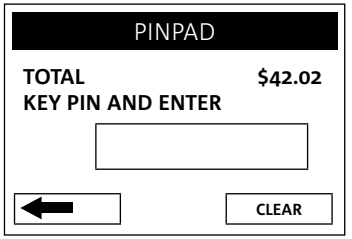


step 5
The cardholder is to select their account using the buttons beside each account option.

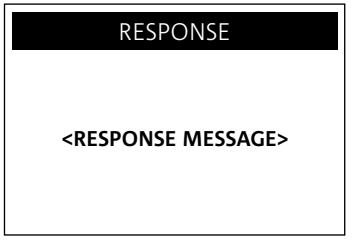


step 6
The terminal will then prompt for the cardholder to enter their PIN and press **[ENTER]**.

For a Credit or Charge card transaction the cardholder can just press **[ENTER]** if they don't have a PIN.



step 7
The transaction will be processed by the bank and be approved or declined. Please ensure you check the screen and receipt to confirm the transaction was approved or declined.



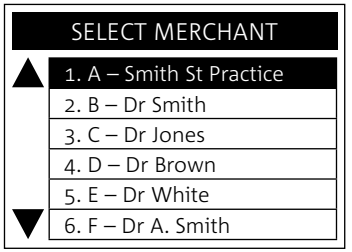
step 8
If the payment was made using a card without a PIN you will also be asked to confirm the signature once the transaction is approved by the bank.

step 9
If the signature matches press YES **[ENTER]** and the transaction is complete. If the signature doesn't match, press NO **[CLEAR]** to cancel the transaction and get payment by another means.

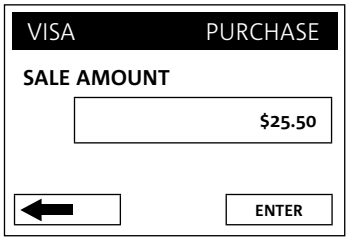
3.1.2 processing an EFTPOS transaction

step 1
To start an EFTPOS Sale transaction, simply swipe the patient's EFTPOS card through the terminal. This could be Credit: Visa, MasterCard, Charge: Amex, Diners or JCB, or Debit: Cheque or Savings as per your EFTPOS agreement.

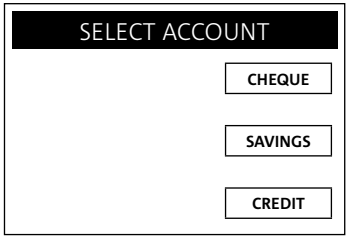
step 2
If the terminal has MMF active, you will then be prompted to select the appropriate provider from the merchant list.



step 3
Enter the amount of the sale.

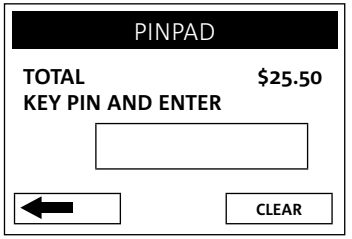


step 4
The cardholder is to select their account using the buttons beside each account option.



step 5
The terminal will then prompt for the cardholder to enter their PIN and press **[ENTER]**.

For a Credit or Charge card transaction the cardholder can just press **[ENTER]** if they don't have a PIN.

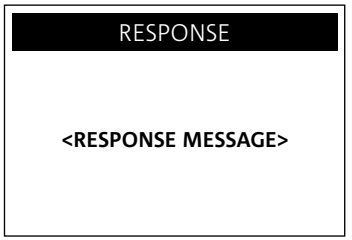


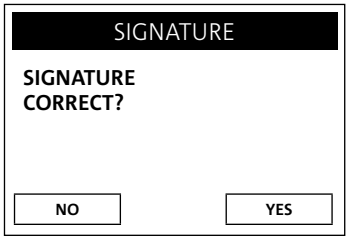
step 6
The transaction will be processed by the bank and be approved or declined. Please ensure you check the screen and receipt to confirm the transaction was approved or declined.

step 7
If the payment was made using a card without a PIN you will also be asked to confirm the signature once the transaction is approved by the bank.

step 8
If the signature matches press YES **[ENTER]** and the transaction is complete.

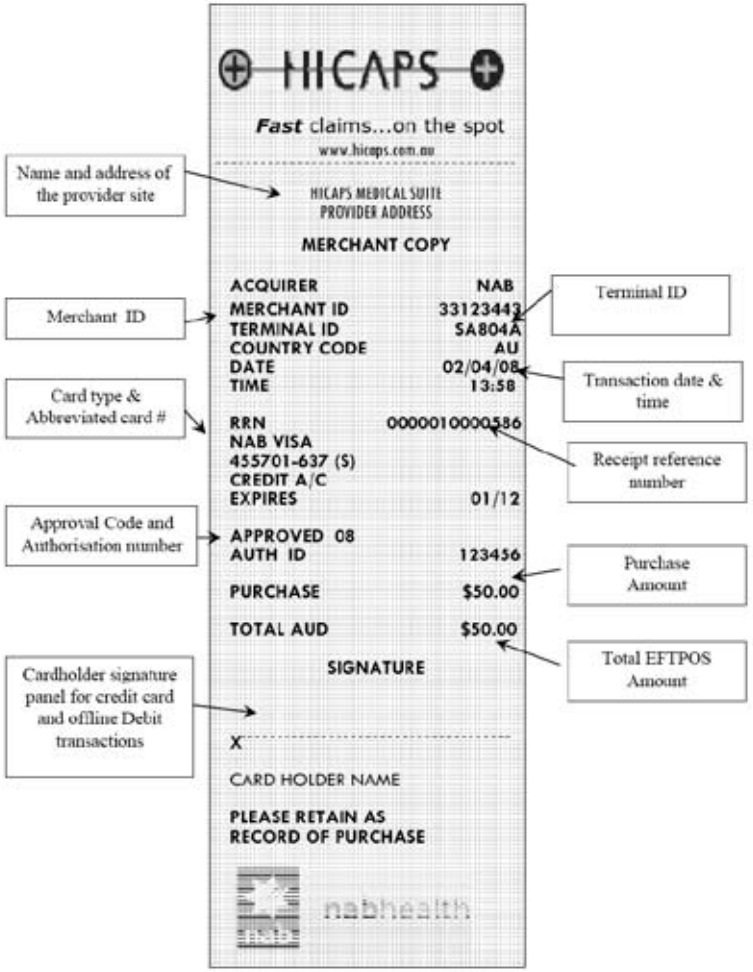
If the signature doesn't match, press NO **[CLEAR]** to cancel the transaction and get payment by another means.





example EFTPOS sale receipt

The EFTPOS receipt contains all of the information relating to the EFTPOS transaction. A second **[CUSTOMER COPY]** is printed. The first copy is required to be signed by the cardholder and retained for your office records. The second copy is for the cardholder's own records.



3.1.3 processing an EFTPOS transaction (practice management system)

To start an EFTPOS transaction, simply send the transaction to HICAPS by clicking on the HICAPS icon on your Practice Management System screen.

The terminal will prompt for the customer's EFTPOS (Credit or Debit) card to be swiped. It will then prompt for the remaining input: Provider (for MMF), Account, PIN, etc. The results from the transaction will be returned directly to the Practice Management System and a receipt for your records will be produced for the customer to sign, together with a copy for the customer.

For further assistance on processing a Practice Management System transaction please contact your Practice Management System provider.

3.2 refunding an EFTPOS transaction

3.2.1 refunding an EFTPOS transaction

There are two options for refunding an EFTPOS transaction.

option 1

Refunding an EFTPOS transaction processed by the same terminal

step 1

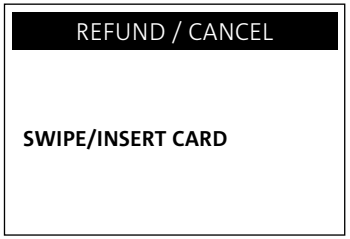
Press the **[REFUNDS]** key.

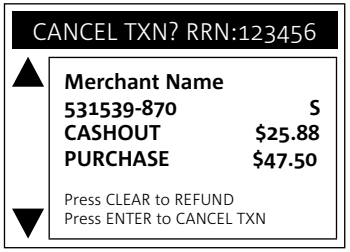
step 2

The terminal will then prompt you to swipe/insert the card. Swipe the cardholder's card.

step 3

The terminal will then display the transaction(s) processed by this cardholder for the current day. If there is more than one transaction for that cardholder all transactions can be reviewed by using the up/down arrow buttons.





step 4

Pressing the NO **[CLEAR]** to enter a different value for the Refund for this cardholder (refer to option 2 below or the YES **[ENTER]** key to Refund the selected transaction.

option 2

Refunding any EFTPOS Transaction

step 1

Press the **[REFUNDS]** key.

step 2

The terminal will then prompt you to swipe/insert the card. Swipe the Cardholder's card.

step 3

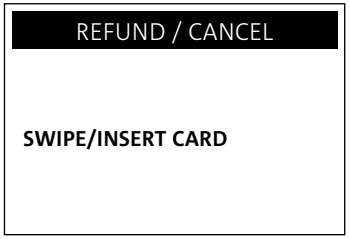
The terminal will prompt for you to select a Merchant by entering the number beside the Merchant's name and press **[ENTER]** or scrolling down and highlighting the Merchant name and pressing **[ENTER]**.

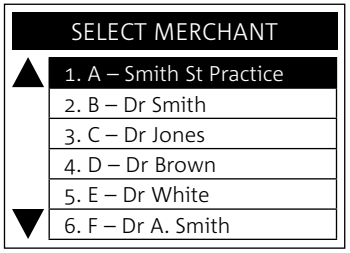
step 4

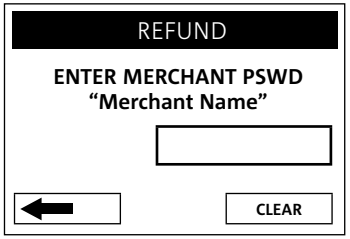
The terminal will then prompt you to enter the refund password for the selected merchant. Key the Password and press **[ENTER]**.

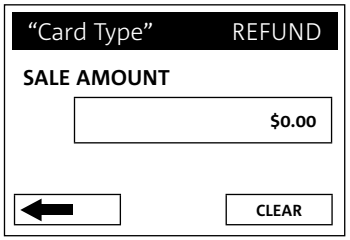
step 5

The terminal will then prompt you for the amount for the Refund. Key the amount and press **[ENTER]**.









step 6
The cardholder is to select their account using the buttons beside each account option.

step 7
The terminal will then prompt for the cardholder to enter their PIN and press **[ENTER]**.

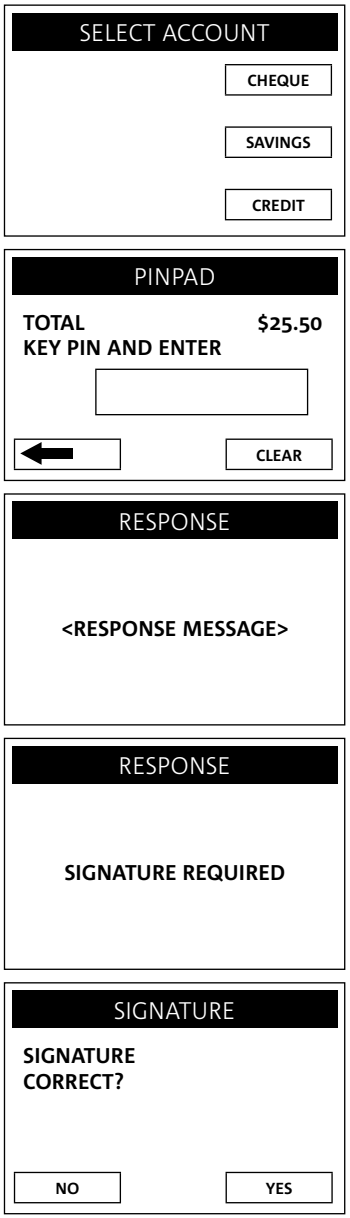
For a Credit or Charge card transaction the cardholder can just press **[ENTER]** if they don't have a PIN.

step 8
The transaction will be processed by the bank and be approved or declined. Please ensure you check the screen and receipt to confirm the transaction was approved or declined.

step 9
If the payment was made using a card without a PIN you will also be asked to confirm the signature once the transaction is approved by the bank.

step 10
If the signature matches press YES **[ENTER]** and the transaction is complete.

If the signature doesn't match, press NO **[CLEAR]** to cancel the transaction and get payment by another means.



3.2.2 refund an EFTPOS transaction (practice management system)

To refund an EFTPOS transaction, simply send the transaction to the HICAPS terminal by selecting the appropriate option from your Practice Management System screen.

When the terminal receives the transaction details from your Practice Management System the terminal will prompt for the customer card to be swiped. The results from the transaction will be returned directly to the Practice Management System.

For further assistance on processing a cancel transaction using your Practice Management System transaction please contact your Practice Management System provider.

3.3 EFTPOS settlement

Settling EFTPOS simply advises HICAPS that you have finished EFTPOS processing for that day. Anything processed after performing the settlement will be included with the following day's transactions.

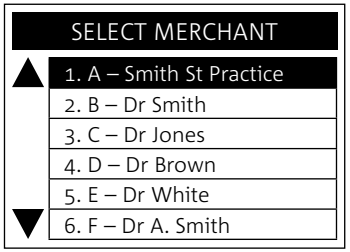
Note: For Pre Settlement and Last Settlement functions press **[SETTLEMENT]** button.

3.3.1 manual EFTPOS settlement

Note: You cannot manually settle the terminal if Automatic Settlement is programmed (as in 3.2.2 Automatic Terminal Settlement).

step 1
To settle your EFTPOS facility manually, press the **[SETTLE]** key.

step 2
If the terminal has MMF active, you will then be prompted to select the appropriate provider from the merchant list.

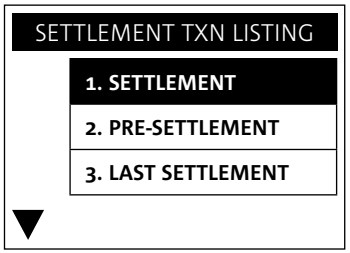


step 3
Once you have selected the provider/merchant from the list, you have 3 options.

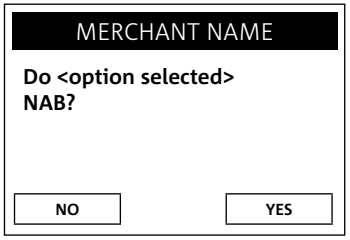
settlement
To print your current EFTPOS settlement details and optionally a full transaction listing, then process your totals to your bank account.

pre-settle
To print a report summarising the totals for EFTPOS transactions processed so far during the current settlement period.

last settle
To print a report summarising the totals for EFTPOS transactions previous settlement period.



step 4
Once you have selected an option you will be asked to press YES **[ENTER]** or NO **[CLEAR]** to print out your selection.



3.3.2 automatic terminal settlement

This option enables your terminal to settle automatically at a pre-determined time each day.

To set up your terminal to settle automatically:

step 1
Press the **[FUNCTION]** key.

step 2
Enter **[5] [6]** and press **[ENTER]**.

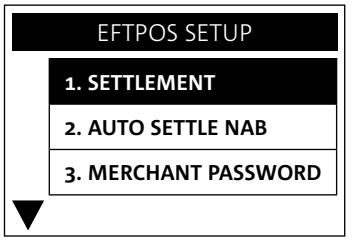
step 3
The terminal provides you with 3 options:

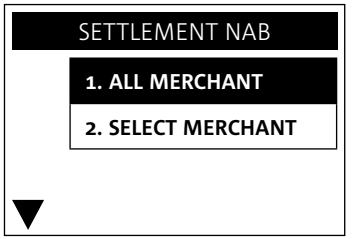
step 3a
1. Settlement allows you to enable or disable settlement for all providers/merchants or by each provider/merchant.

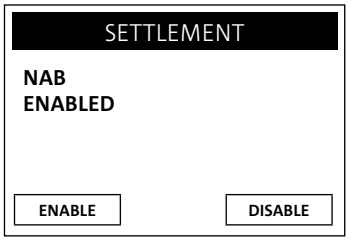
step 3a.i
Once you have selected settlement for all merchants you will be asked to enable or disable settlement by using the buttons beside each option.

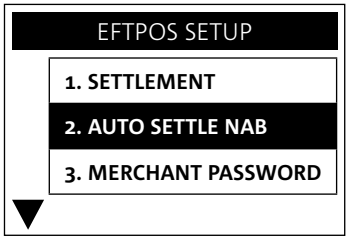
step 3b
2. Auto Settle NAB allows you to set up the automatic settlement time by all providers/merchants or by each provider/merchant.

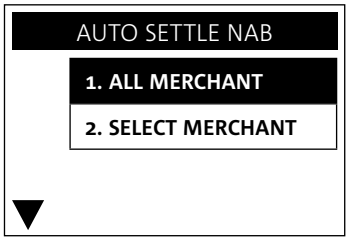
step 4
Select auto settle for all merchants by pressing **[1]** and **[ENTER]** or for a selected merchant by pressing **[2]** and **[ENTER]**. If you selected option 2 for a selected merchant you will be asked to select the merchant.











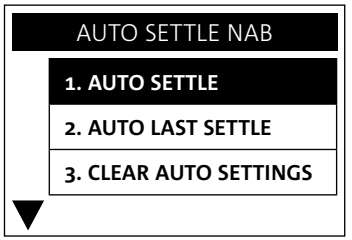
step 5
Once you have selected auto settle NAB you will be provided with 3 options. Select the appropriate Auto settle by entering **[1]** or scrolling to highlight the option and pressing **[ENTER]**.

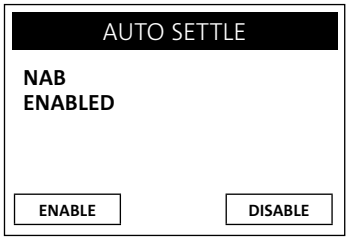
step 6
Press YES **[ENTER]** to confirm that auto settle is to be enabled for all providers/merchants.

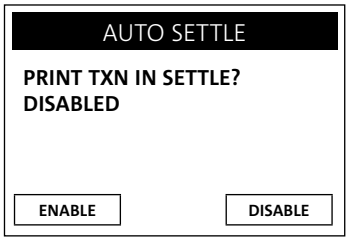
step 7
The terminal will ask if you wish to print a complete transaction listing when each auto-settle is performed. Select YES **[ENTER]** to print the listing, or NO **[CLEAR]** to produce only totals.

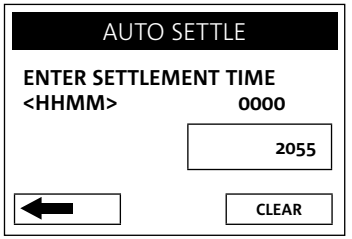
step 8
The terminal will ask you to enter the time you wish to settle in 24 hour clock time.

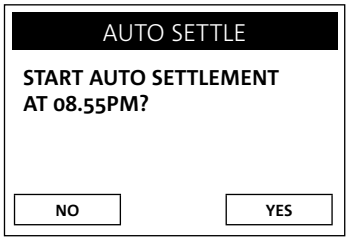
step 9
The terminal will ask you to confirm the time entered. Select YES **[ENTER]** if the time displayed is correct, or NO **[CLEAR]** to re-enter the time.



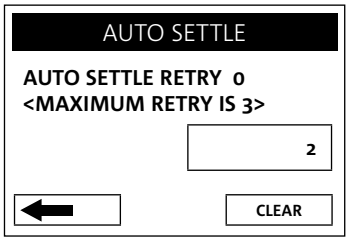








step 10
You will be asked to confirm the number of times the terminal will retry to perform the settlement. To accept the default of 0 attempts, simply press **[ENTER]**. You may increase the number of retries to 2 or 3. Simply key **[2]** or **[3]** and press **[ENTER]**.

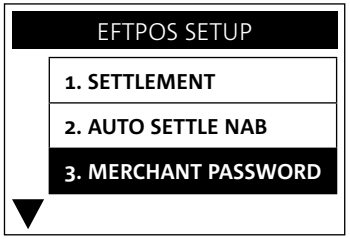


3.3.3 merchant password

The terminal is able to have a known password, a password that is set up when your terminal is installed or a scrolling password.

If you know your password you can change your password using this option.

If you don't know your password you will need to contact the HICAPS Helpdesk on 1300 650 852 and they will tell you how to change your password.



3.3.4 host forced settlement

The terminal automatically settles at 21:30EST each day. The automatic settlement time can optionally be moved. See Automatic Terminal Settlement 3.2.2. If the terminal is not settled then it will be automatically settled by the HICAPS switch at the relevant time.

Note: If the HICAPS switch settles then no receipt is printed. To obtain Totals please use Last Settle Enquiry, refer to 4.2.3.

Note: All times are Melbourne/Sydney times.

4. terminal functions

4.1 the screensaver (idle screens)

The HICAPS T4200 has a built in screensaver function. While the terminal is not in use it will display the following screens. The screensaver will scroll between these screens until you start to use the terminal, either:

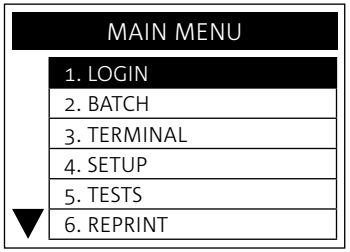
> from your integrated Practice Management System,

> by swiping a card,

> by using any key including the clear key.

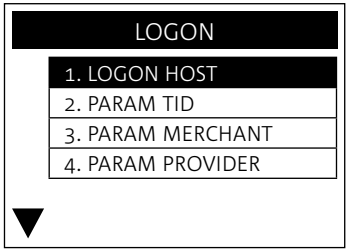
4.2 main menu

The Main Menu is accessed by pressing the bottom right hand button beside the screen.



4.2.1 logon

The Logon option is used to logon to the NAB/HICAPS host, log on by terminal, by merchant or by provider.



4.2.2 batch

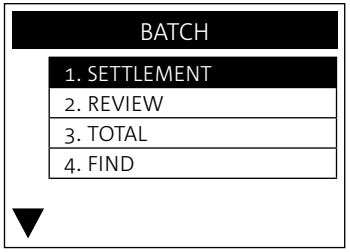
The Batch option is used to perform settlement, review and reprint transactions in the current batch.

For Settlement see the Settlement section.

Review – used to review transactions and reprint a receipt.

Total – used to display EFTPOS totals.

Find – used to find a previous transaction using the RRN and enables you to reprint a receipt.



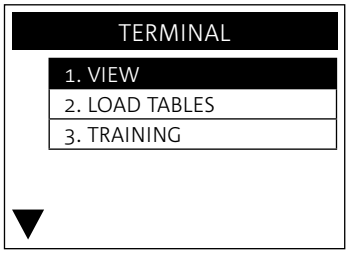
4.2.3 terminal

Terminal options:

View – is used to view the terminal and PIN pad software versions.

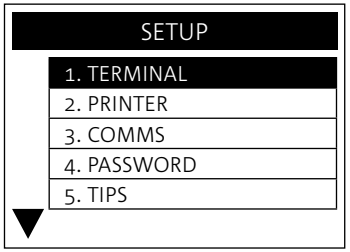
Load Tables – is used to load configuration information from the NAB/HICAPS host.

Training – is used to put the terminal into training for host transactions.



4.2.4 setup

HICAPS use only.



4.2.5 tests

Perform tests on the terminals:

HOST: HICAPS transactions host, EFTPOS transactions, and Loads & Initialisations host. **Only to be used on advice from the HICAPS Help Desk**.

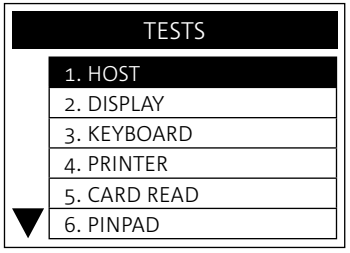
DISPLAY: to test the terminal's display.

Keyboard: to test the keypad.

Printer: to test the printer.

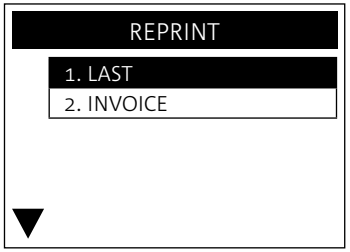
Card reader: to test the terminal's card reader or any card.

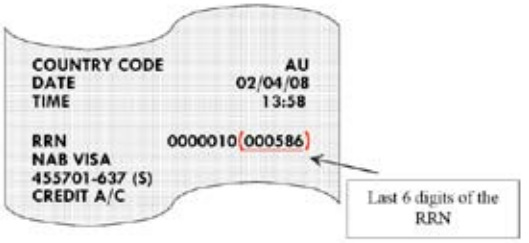
PINPAD: to confirm the PIN pad is functioning.



4.2.6 reprint

The Reprint option is used to either reprint the receipt for the last transaction or reprint any transaction by entering the invoice number, which is the last 6 digits of the RRN.





4.3 transaction menu

The following menu lists the available transactions for the HICAPS T4200.

4.3.1 balance/quote

The Balance Inquiry option can be used to request an account balance, but only for NAB debit cardholders.

The Quote option allows a provider to provide a quotation to a patient by checking with the patient's Health Fund what they are covered for. Entering a quote transaction is the same as for a claim transaction.

Note: Refer to HICAPS website **www.hicaps.com.au** for Health Funds participating in the quotations function.

4.3.2 refund/cancel

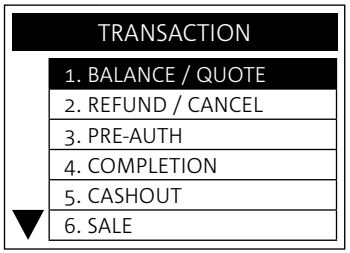
The Refund/Cancel option is used to either reverse an EFTPOS transaction or cancel a HICAPS Claim transaction (refer to section 2.3.1).

4.3.3 pre-auth

The Pre-auth option is available for credit cards only. A pre-authorisation is a non-value transaction. In order to process the value portion of a pre-authorisation, refer to the completion option below.

4.3.4 completion

The Completion option is used to process the value transaction relating to a pre-authorisation already obtained. A completion must be performed within four business days of obtaining a pre-authorisation, and is only available for CREDIT cards.



4.3.5 cash out

The Cash Out option allows you to provide cash to your customers. The terminal will also prompt for cash out or tips if you have these options configured in the terminal. If you wish to ignore the cash out or tip option, press ENTER to bypass those steps.

Cash out is available on cheque and savings accounts only.

4.3.6 sale

The Sale option is explained in section 3.1

4.4 terminal function keys

To access functions on the keypad, simply press the **[FUNCTION]** key followed by the function you want to use, e.g. REPORT **[1]**.

4.4.1 report [1] key (print EFTPOS and HICAPS reports)

The REPORT **[1]** key allows you to print a number of different standard reports from the terminal.

audit
Produces an audit trail of transactions processed through the terminal. The details for each transaction include:

Transaction Type: Claim, Cancel, Sale etc.

Transaction Date and Time (format dd/mm/yy hh:mm).

Transaction amount: in the case of a claim, the total amount requested.

Card Type: HICAPS, VISA etc.

Authorisation Number.

Invoice Number: used to reprint an EFTPOS transaction receipt.

Card Number: the full card number used for the transaction.

Transaction Code:
S/K – the card was Swiped or Keyed
NO – the transaction was either Approved or processed offline
x – the transaction has been sent to the acquiring bank, if the [X] is absent the transaction has been processed in [fallback] and will be passed to the host with the next transaction.

shift
As well as allowing the running shift total to be reset, you can produce a summary report of EFTPOS transactions processed since the last shift total reset was performed.

reprint
This is used to reprint the receipt for an EFTPOS or HICAPS transaction processed in the current batch. By using **[LAST]** for the previous transaction or **[INVOICE]** for any other receipt in the batch using the invoice number (last six digits of the RRN).

provider
This is used to print a summary of the provider's set up.

4.4.2 setup [2] key (refer help desk)

This option should only be used on advice from the Help Desk.

4.4.3 reset [3] key

The RESET **[3]** key is used to re-start the terminal.

4.4.4 lock [4] key

The LOCK **[4]** key is used to lock and unlock your HICAPS terminal to provide added security. When active the Lock option prevents all use of the terminal until the security password is keyed in.

Once the terminal is locked it will be unusable until your 4-digit terminal security password is keyed followed by **[ENTER]**.

Note: MMF – The provider password is also your refund password.

4.4.5 sign on [5] key

The SIGN ON **[5]** key is used to logon to the NAB/ HICAPS host.

4.4.6 quote [6] key

The QUOTE **[6]** key allows a provider to provide a quotation to a patient by checking with the patients Health Fund what they are covered for. Entering a quote transaction is the same as for a claim transaction.

4.4.7 order [7] key

The ORDER **[7]** key is used to order terminal paper rolls as detailed in section 2.6.

4.4.8 reprint [8] key (reprint EFTPOS and HICAPS transactions)

The REPRINT **[8]** key is used to either reprint the receipt for the last transaction or reprint any transaction by entering the invoice number. This is detailed in section 4.2.6.

4.4.9 load [9] key

This option should only be used on advice from the Help Desk.

4.4.10 initialise [0] key

This option should only be used on advice from the Help Desk.

4.4.11 paper feed [*] key

The PAPER FEED [*] key is used to feed the paper in the printer.

4.4.12 alpha [#] key

The ALPHA **[#]** key is used to select alpha numeric characters used when configuring the provider details in the terminal.

4.5 changing the terminal security password

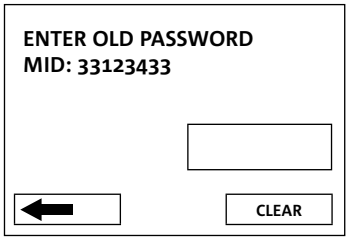
The terminal security password is used to process both EFTPOS Refunds and to also unlock the terminal for use.

To change the password:

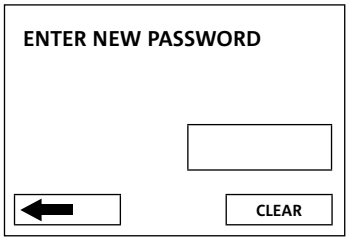
step 1
Press the **[FUNCTION]** key.

step 2
Enter **[9] [0]** and press the **[ENTER]** key.

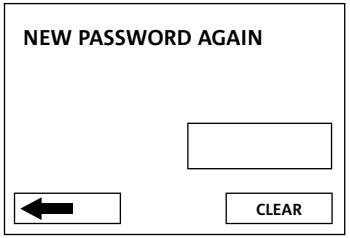
step 3
Enter your existing 4-digit password and press the **[ENTER]** key.



step 4
Enter a new 4-digit password and press the **[ENTER]** key.



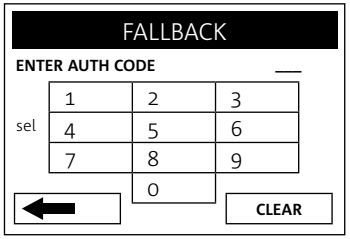
step 5
Enter your new password again and press the **[ENTER]** key.



4.6 fallback procedure

In the event of the terminal being unable to communicate with the NAB/HICAPS host, it will default to a fallback situation. Amounts above your floor limit require an authorisation number to be obtained and entered when requested into the terminal.

step 1
If a transaction is unable to be processed due to a communication problem, the following screen may be displayed at the end of the transaction.



step 2
Enter authorisation number* (refer below for contact phone numbers) and press the **[ENTER]** key.

If authorisation is not received, press the **[CANCEL]** key and request another form of payment.

Note: The transaction will be stored within the terminal and passed on when communication is available.

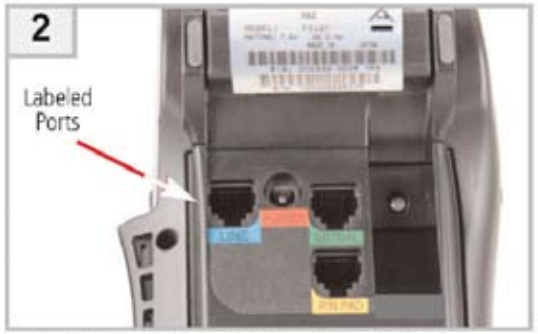
If the amount of the transaction is below your floor limit, the transaction will be approved on fallback. The receipt will detail APPROVED 08 (fallback). Please ask the customer to sign the receipt. The transaction will be stored in the terminal and passed on when communication is available. Please call the HICAPS Help Desk if your terminal processes more than 2 fallback transactions in a row.

For authorisation call:
Credit Cards 13 25 15
Debit Cards 1300 650 852

*Call the above contact number to obtain a valid authorisation number.

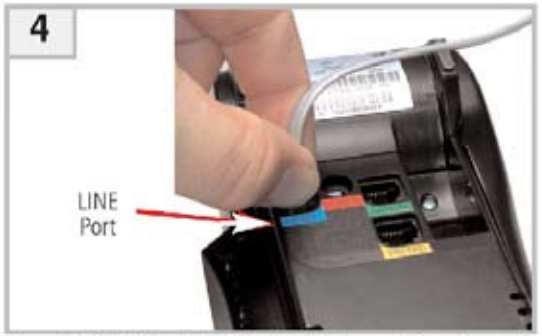
5. terminal connections

Turn the terminal over. With your fingers, remove the wiring clip from the back of the terminal (as shown).

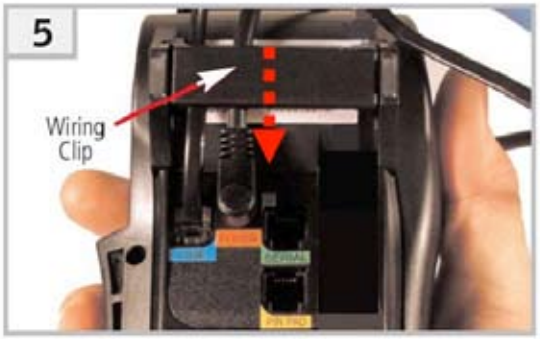


Labeled ports on the back are defined as:
- **LINE** port = RJ11 (telephone) cable
- **POWER** port = A/C Power Adapter & Power Cord
- **SERIAL** port = RS232 cable
- **PIN PAD** port = PIN pad cable

Connect Power Cord to A/C Power Adapter. Insert A/C Power Adapter into POWER port (as shown). Turn connector counter clockwise, toward back of the terminal, to lock in place. Insert other end of the Power Cord into the wall receptacle.



Insert RJ-11 cable into LINE port (as shown).



With your fingers, re-insert the wiring clip over the cables (as shown).

6. thermal printer

The HICAPS T4200 terminal has a high speed, whisper quiet thermal printer. It must only be loaded with special thermal paper available from HICAPS, ordered either through the terminal, refer: 2.6 Ordering Terminal Rolls or by contacting the HICAPS Help Desk on 1300 650 852.

Loading the T4200 Thermal Printer

With your fingers, open the printer cover (as shown).

Drop paper roll into paper holder (as shown)
Pull paper (as shown) & close printer cover.

Note: Make sure that the paper rolls of the bottom of the roll.

Pull & tear paper against the paper receipt guide. Operate terminal as normal.

7. HICAPS response codes

7.1 transaction level HICAPS response codes

Code	Receipt Print Out	Description
00	Approved (8)	Approved or completed successfully
01	Prov Not Approv (15)	Provider not approved by fund
02	Mship Under Invest (19)	Membership under investigation
03	Invalid Prov Nbr (16)	Invalid Provider number
04	Retain Card (11)	Retain card
12	Declined (8)	Declined
14	Invalid Card Nbr	Invalid card number (no such number)
19	No Items Entered	No items entered
21	Call Help Desk – note 1	No action taken
40	Mship Not Covered	Membership not covered
42	Mship Ended at DOS	Membership ceased/suspended at date of service
51	Mship Unfinancial (17)	HICAPS Membership unfinancial
54	Expired card (12)	Expired card
56	Invalid Mship Nbr (18)	Invalid Membership numbers
57	No Ancillary Cover (19)	No Ancillary cover
58	Txn Not Permitted (17)	Transaction not permitted to terminal
60	Provider Not Recogd (16)	Provider not recognised with fund
61	Benefit Limit Excee (19)	Benefit limit exceeded
69	No Benefit Payable	No Benefit payable
76	Approved (8)	Approved (terminal will request new key)
91	System Inoperative (17)	Health Fund system currently unavailable
94	Duplicate Tax (13)	Duplicate transmission
96	System Malfunction (18)	System Malfunction or Invalid Message
97	Reconc Totals Reset (19)	Reconciliation totals have been reset
98	MAC ERROR (19)	MAC Error

P0-PZ	Refer Health Fund (17) – note 2	Refer to Health Fund
H1		Time Out waiting for ACK from terminal
H2		Maximum number of ACK Time Outs reached
H3		Timed Out waiting for response message from terminal
H4		LRC Error in response message
H5		Unable to send, terminal not connected
H6		Terminal busy
HX		ActiveX Internal Error
BZ		Communication Error
CE		Communication Error
ED		Destination Error
EN		Network Request Error
HM		Hardware Error
HW		Hardware Error
LC		Unexpected loss of carrier
NA		Transaction Type not available
ND		Reversal Time Out
NM		No sync with Modem network Failure Contact Help Desk
NS		Declined – Settlement required
TO		Time Out Error
TC		Cancelled by user or input time out
VN		Void not allowed
LR		Terminal Logon Required
JF		Journal Full
IM		Invalid MAC
DI		Duplicate Invoice
TA		Transaction Not Allowed
NP		Provider number not found

LP		Locked Provider
IL		Number of items exceeded limit
TP		The transaction password is protected
II		Invalid max item setup
FL		An [empty] Claim initiated from Practice Management System. (i.e. only provider in the EA field)
FC		Field content error – (a) Non numeric field such as patient ID, Body part number, service date and amount contain non-numeric data (i.e. anything other than accept '0' to '9') (b) Alpha numeric field such as item number contains symbols. (i.e. anything other than 'A' to 'Z'. 'a' to 'z', '0' to '9' and space)

Note 1: Response code for the unmatched reversal, void, cancellation) transactions.

Note 2: Response code in the range P0 – P9 and PA – PZ indicate that a transaction has been declined by the Health Fund for a specific reason. These transactions must be followed up directly with the fund.

7.2 item level HICAPS response codes

Code	Receipt Print Out	Description
00	Approved (8)	Transaction Approved
01	Item No Benefit (15)	Nil benefit payable on this item
02	Restricted Item (15)	Nil benefit – restricted item
03	Restricted Item (15)	Reduced benefit – restricted item
04	Previously Paid (15)	Nil benefit – benefit previously paid
05	Limit Reached	Nil benefit – limit reached
06	Limit Reached	Reduced benefit – limit reached
07	Waiting Period	Nil benefit – qualifying period applies
08	PreReq Ser Reqd	Nil benefit – pre-requisite service required
09	Pre Existing	Nil benefit – pre existing ailment
10	Item Nbr Invalid	Item number invalid
11	Item Nbr Ceased	Item number ceased

12	Item Not Valid	Item not valid for provider
13	Item Not Apprvd	Item not approved – not payable by HICAPS
14	Max Nbr Ser Exc	Service exceeds number of times permitted
15	Cost Missing	Cost must be entered
16	DOS Not Valid	Date of service must be before today
17	DOS too Old	Date of service too old
18	Body Part Reqd	Body part required
19	Pat Not Covered	Patient not covered
20	Depd Status End	Dependent status ceased
21	Invald Pat Code	Invalid patient code
22	Mship Not Cover	Membership not covered
23	Mship Ended DOS	Membership ceased/suspended at date of service
24	Mship Unfin DOS	Membership unfinancial at date of service
25	No Ancill Cover	No ancillary cover
26	Item Not Coverd	Not covered for this service
27	Duplicate Serv	Duplicate service already processed
28	Excess on Serv	Nil benefit – excess on service applied
29	Excess on Serv	Reduced benefit – excess on service applied
30	Quote Required	Nil benefit – quote required prior to service
31	Quote Required	Reduced benefit – quote required prior to service
32	Exceeds Quote	Nil benefit – claim exceeds quote
33	Exceeds Quote	Reduced benefit – claim exceeds quote
34	Age Restriction	Nil benefit – Age restriction applies
35	Age Restriction	Reduced benefit – Age restriction applies
36	Gender Restrict	Nil benefit – Gender restriction applies
37	Gender Restrict	Reduced benefit – Gender restriction applies
38	Invalid Charge	Nil benefit – Amount charged is invalid
39	Notional Charge	Notional Charge
40	Converted Item	Converted item
41	Refer to Health Fund	Refer to fund
42	System Problem	System Problem
50	Prov Not Appro	Provider not approved by Fund (at date of service)
51	Prov Not Appro	Provider not approved by Fund for this service at DOS
P0-PZ	Refer to Fund	Refer Health Fund – note 1

Note 1: Item codes in the range P0 – P9 and PA – PZ indicate that an item has been declined by the Health Fund for a specific reason. These items must be followed up directly with the Fund.

8. EFTPOS error messages and corrective actions

Code	Short Description	Details
00	Approved	Transaction approved or completed successfully
04	Pick up card	Declined. The Card Issuer has requested the card be retained by the merchant and returned to the acquirer with the merchant vouchers
05	Declined	The transaction has been declined
07	Pick up card	Pick up card– The Card Issuer has requested the card be retained by the merchant and returned to the acquirer with the merchant vouchers – special condition
13	Invalid Amount	The amount of the transaction is invalid for the type of transaction or merchant
14	Invalid Card	Either the Card Issuer does not recognise the card or the card number is not allowed to be processed by the terminal
15	No such issuer	The card issuer is not known by the terminal or switch
21	No action taken	The card issuer did not process the requested transaction
31	Issuer Not Supported	The acquirer does not have an acquiring arrangement with the issuer of this card
32	Partially Completed	The transaction was not fully completed and has been reversed
33	Expired Card	The terminal has advised that the card used for the transaction is expired or has been replaced

38	PIN Retried Exceeded	The allowable number of pin retries has been exceeded for the card
39	No Credit Account	The Credit account was selected for the transaction, but one is not attached to the card
43	Pick up card	Pick up card – The Card Issuer has requested the card be retained by the merchant and returned to the acquirer with the merchant vouchers – stolen card
52	No Cheque Account	The Cheque account was selected for the transaction, but one is not attached to the card
53	No Savings Account	The Savings account was selected for the transaction, but one is not attached to the card
54	Expired Card	The Card Issuer has advised that the card used for the transaction is expired or has been replaced
55	Incorrect PIN	The PIN entered by the cardholder is not valid for the card used
58	Not Permitted	This type of transaction is not permitted to be performed at this terminal
61	Exceeds Limit	The transaction amount exceeds the daily or weekly withdrawal limit
65	Exceeds Frequency	The number of transactions exceeds the number allowed by the Card Issuer
75	PIN Retried Exceeded	The allowable number of pin retries has been exceeded for the card
76	Approved	The transaction was approved but the terminal will perform an automatic sign on for security reasons
91	System Inoperative	The Switch or Card Issuer is currently not available
96	System Malfunction	The Switch has experienced a serious malfunction or the message is unable to be processed due to invalid details in one or more fields
97	Totals Reset	Settlement has been processed and the terminal totals have been reset
98	MAC Error	The Switch has identified a possible security error or the message is unable to be processed due to invalid details in one or more fields

N1	Upgrade Available	Transaction approved – a new version of terminal software is available and the terminal will automatically attempt to upgrade overnight
N2	PIN PAD Error	Transaction declined – the PINPAD connected to the terminal is invalid and cannot be used on the terminal
N3	Upgrade Required	Transaction declined – the current version of terminal software is no longer supported, the terminal will need to be upgraded before proceeding

Note: If the screen display is blank, power reset the terminal and check connections. If problem persists, call the Help Desk.

If any other error messages are displayed, please call the Help Desk.

9. manual backup procedure

Manual Backup Procedure involves the use of the manual imprinter and vouchers.

This procedure should only be used when you are advised in the terminal error message section.

Do not use manual backup procedure for any of these situations:

- Declined
- Faulty and damaged cards
- Invalid card
- Expired card
- Card number error
- Retain card

If you have any doubt on whether you should use the manual backup procedure, please call the Help Desk.

However, for many of these messages, the Help Desk cannot assist any further as the details of specific customer account details cannot be revealed. For example, if a transaction is declined due to lack of funds, this will not be advised to you.

10. merchant requirements to ensure EFTPOS transactions are valid

1. For all manual transactions:
   (a) Always try the transactions through the PIN pad first.
   (b) Check the card is being used after its 'valid from' date and before its 'valid to' date.
   (c) Ensure the card is not recorded on any warning bulletin.
   (d) Ensure that the card imprint is legible and complete.
   (e) Obtain authorisation for above floor limit transactions.
2. For any signature based transaction verify the cardholder's signature matches the signature on their card. If the signature does not match, or you are suspicious of the sale, contact the appropriate centre listed on the next page.
3. Ensure the accuracy of any card information keyed into the PIN pad.
4. Retain your electronic transaction receipts and manual transaction vouchers for a period of not less than 12 months.

If any of these conditions are not met, it is possible that the transaction may be invalid and the merchant account debited for the value of the disputed transaction.

11. terminal functions T4200 series

#	Description
1	**Reports:** **1 Audit** (print txn listings: 1 all txns. 2 eftpos only. 3 hicaps only). **2 Shift Totals** (reset). **3 Reprint** (last or invoice). **4 Provider** (print provider table).
2	**Merchant Programming** – HICAPS USE
3	**Terminal Reset** – reset & restart terminal s/w, power reset.
4	**Physical Terminal Lock** – (password configuration thru F90).
5	**Signon**
6	**Balance/Quote** – (balance for NAB debit accounts only).
7	**Stationery Order**
8	**Reprint:** **1 Last.** **2 Invoice** – enter last 6 digits of RRN.
9	**Program Load**
10	**Date/Time** – (Terminal Password).
11	**Config Print**
13	**Journal Status** – No. of Transactions 0000. Room Left 0142.
14	**Pre-Auth/Completion** of Pre-Auth.
15	**Paper Feed**
21	**Review/Reprint Receipt** – enter last 6 digits of RRN.
22	**Batch review** – Scroll thru txns and reprint any in current batch.
26	**Receipt Text** – Enter customer text on the receipt (Christmas greeting, Happy Easter, etc)
50	**Terminal Config** – HICAPS USE
51	**HICAPS Totals:** **1 Today**. **2 Previous Day**. (Hicaps midnight settlement enable/disable F54)
53	**Refund/Cancel** transaction.

54	**Provider Table** (including: item amount memory & hicaps settlement enable/disable)
55	**Provider Lock** / Unlock (password configuration thru F54; also accepts rolling p/w to unlock)
56	**Eftpos Setup:** **1 Settlement enable/disable**. **2 Auto Settle NAB**. **3 Merchant Password** (known or rolling password)
59	**Default Sponsor Initalise**
60	**Initialise**
72	**Reprint Last Receipt**
73	**Reprint Receipt** – reprint any txn receipt (in current batch) using last 6 digits of RRN
76	**Cashout**
79	**Reports:** **1 Audit** (print txn listings: 1 all txns. 2 eftpos only. 3 hicaps only). **2 Shift Totals** (reset). **3 Reprint** (1 last. 2 invoice.). **4 Provider** (print provider table).
82	**Printer Test:** **1 Receipt.** **2 Char map.**
83	**Display Test**
84	**Keyboard Test**
89	**Card Reader Test**
90	**Terminal Password Change**
91	**Identification** – Terminal Software Version. Terminal ID.
94	**Pinpad Test**
99	**Maintenance Options** – HICAPS USE

12. Medicare Australia Easyclaim

HICAPS have developed Medicare Australia's Easyclaim solution for the HICAPS T4200 terminal. The user guide for the Easyclaim solution is a separate user guide that is available from HICAPS by contacting the HICAPS Helpdesk on 1300 650 852.

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